

Keesler Hospital Frequently Asked Questions

Q: How do I enroll in the facility?

A: Enrolling in the Keesler Hospital

You may enroll or transfer your TRICARE Prime enrollment to the Keesler Hospital at the Patient Registration Office, room GF400, near the escalators or at the TRICARE Service Center on Debuys Road. Following are other useful numbers you may need:

TRICARE Operations Patient Administration (TOPA) Flight

Admission & Dispositions: Open 24 hours a day. 376-4722/376-4723

Outpatient Records: 7 a.m. - 5 p.m. Monday-Thursday, 7 a.m - 4 p.m. Fridays). 376-4733/376-4735

Inpatient Records: 7 a.m.-5 p.m. (closed on non-training Fridays). 376-4708/376-4706

Patient registration: Located on the first floor in room 1A222. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. 376-4742/3

Q: How do I make an appointment?

A: TRICARE Prime beneficiaries enrolled to the Keesler Hospital may use the 1-800-700-8603 appointment line to book or cancel appointments and leave telephone consults for their primary care managers.

The appointment line is open for all Keesler Hospital TRICARE Prime beneficiaries from 6 a.m.-6 p.m. Monday-Friday; they are closed on weekends and federal holidays. Active-duty personnel may begin calling at 5 a.m. Monday-Friday to meet their appointment needs. You may also access TRICARE Online, www.tricareonline.com, 24/7 to book an appointment.

Q: I am active duty with an acute medical problem, how can I be seen?

A: Active-duty members with acute medical problems should call the TRICARE appointment line, 1-800-700-8603, identify that you have an acute medical problem to be booked that day. If the appointment line is closed, please call the after-hours numbers 1-877-794-4629. You may also access TRICARE Online, www.tricareonline.com, 24/7 to book an appointment.

Q: I'm told my PCM is no longer here; he/she was PCS'd/deployed. What do I do now?

A: Nothing. TRICARE beneficiaries are assigned to a provider team and will be seen by a provider on that team who is still here.

Q: How do I get a copy of my medical records?

A: Medical Records is located on the first floor in room GF400, next to the escalators in the TRICARE office. Original records must be maintained by the Keesler Hospital. You may request copies of your medical records; currently it takes approximately 4-6 weeks to process a request for copies. Request forms are available. Personnel who have permanently moved should go to their nearest medical treatment facility (MTF) medical records department and complete a DD Form 877 to transfer their records to their new facility. Send requests to:

Outpatient Records
81 MDG Records Release
301 Fisher St
Keesler AFB, MS, 39534
Phone: 228-376-4733(DSN: 591)
Hours of Operation:

Outpatient Records: 7 a.m.-5 p.m. Monday-Thursday, 7.a.m - 4 p.m. Fridays -
376-4733/376-4735

Inpatient Records: 7 a.m.-5 p.m. Monday-Thursday (closed on non-training
Fridays) - 376-4708/376-4706

Q: How do I get an off-base referral?

A: The Referral Management Center is located in Room 1A-230. 7:30 a.m.-5 p.m. Monday-Thursday; 7:30 a.m.- 4 p.m. Fridays. Closed at noon on the second Thursday of each month for training. 376-0490 At Keesler AFB, Prime enrollees obtain referrals from their PCM. When you get a referral from your PCM, please go to the Referral Management Center in Room 1A-230 before departing the hospital. They will assist you in booking an appointment or provide necessary information to obtain care in the network. If you need to contact the Referral Management Center you can do so at 376-0490. You can also contact Humana about the status of a network referral at 1-800-444-5445.

Q: What is the phone number for TRICARE?

A: TRICARE's phone number is 1-800-444-5445. For TRICARE-related questions, please feel free to also contact the Keesler Health Benefits Advisors at: 376-4752 /-4737 (DSN: 591) or the TRICARE Office at 376-3101/-4728 (DSN: 591).

Q: How do I get my prescriptions refilled?

A: The Main Outpatient **Pharmacy**, located on the Keesler Hospital ground floor, just inside the outpatient clinic entrance, provides service of new prescriptions issued from 81st Medical Group clinics. Hours of operation are 7:30 a.m.-5:30 p.m. Monday-Friday. Closed on weekends, holidays and command-directed family days.

The Satellite Pharmacy is located at the west end of the BX/Commissary mall. Hours of operation are 8 a.m.-5 p.m. Monday-Friday. Closed on weekends, federal holidays and command-directed family days. This pharmacy will fill new prescriptions from off base for authorized beneficiaries, for medications listed on the 81st MDG Formulary. Copies of the formulary are available on request at the pharmacy, or can be obtained at the website: <http://www.keesler.af.mil/units/81stmedicalgroupresidencyprogram.asp> Click on Formulary on the left of the page.

Refills of prescriptions originally filled at Keesler should be requested by calling the automated call-in refill system at 376-1000 unless otherwise directed on your prescription label. Refills may be picked up at the Satellite Pharmacy from 8 a.m.-5 p.m. Monday-Friday or at the Satellite's drive-up window which is open until 5:30 p.m. on weekdays and from 8 a.m.-2 p.m. on Saturdays for pickup only

Q: Can I get my prescription transferred from another pharmacy?

A: A refill of a non-controlled prescription medication originally filled at another pharmacy, military or civilian, may be accomplished if you bring in the bottle from the other pharmacy with a current prescription label. The label must show at least one refill remaining and be less than one year from the original fill date. Please allow 1-3 duty

days for transfers to be completed. Controlled medications may be transferred one time from one military pharmacy to another military pharmacy. Controlled medication **cannot** be transferred to or from civilian pharmacies per Mississippi state law.

Q: I have questions about my medications, who should I call?

A: The pharmacy has 24/7 medication information through the AudioCare RXInfo function. This system gives you specific information about your prescription. You can reach the AudioCare RXInfo by dialing 376-1000. A pharmacist can also be reached during normal duty hours by calling 376-4955 or 377-9791.

Q: How do I get my prescriptions renewed when I have no more refills?

A: You will need to contact your Primary Care Manager (PCM) team or civilian provider to have your prescription renewed.

Q: How do I get prescriptions filled that are not available from the Keesler Pharmacy?

A: TRICARE provides you two options: The TRICARE Mail Order Pharmacy and a network of retail pharmacies.

The TRICARE Mail Order Pharmacy (TMOP) is the most economical choice. Usually there are no Co-payments for generic TMOP prescriptions and non-formulary and brand name medications are up to 66 percent less than in the TRICARE pharmacy network. TMOP can fill up to a 90-day supply of medications, has more medications available and delivers prescriptions directly to your mailing address within 14 days. TMOP is especially useful for obtaining routinely-used maintenance medications. TMOP transactions can be completed by toll free phone or FAX, U.S. Mail or via the internet. For more information call 1-866-DOD-TMOP (1-866-363-8667) or visit www.express-scripts.com/TRICARE.

TRICARE also maintains a network of local civilian pharmacies that you can use. They may be the most convenient, but are also the most costly for you. This option is best when you cannot wait for the mail to deliver your medications. Ask your local civilian pharmacy if they participate in TRICARE.

There are a few medications that (by law) are not available from any DOD or TRICARE pharmacy.

Q: How do I get a copy of my radiology record/X-rays?

Radiology, located on the hospital's first floor in room 1C200, provides routine radiographs, CTs (computerized tomography), mammograms, ultrasounds, MRI (magnetic resonance imaging), Nuclear Medicine and Bone Mineral Density tests for Tricare Prime beneficiaries. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.- p.m. Friday for routine radiographs. Radiology also provides 24-hour coverage through Emergency Services as well as emergency coverage for the specialty areas after hours. The front desk numbers are 376-0481/0482.

The radiology flight provides patients copies of their diagnostic imaging (DI) (these include CT, Ultrasound, MRI and other regular radiograph) exams via CD Rom. Patients can receive a CD by requesting it in person at radiology front desk. Radiology staff will require the patient to present their ID card. Reports for radiology exams are obtained through the medical records department.

Q: What clinics and services are available? What are their phone numbers? What are their operating hours?

A: CLINICS AND SERVICES

NOTE: Parking is available in the lot in front as well as the west side of the main hospital building. Handicapped parking is located just to the west of the Outpatient Clinic Entrance.

Medical Center Clinic Hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Fridays. The Family Medicine, Internal Medicine and Pediatric Clinics see patients 7 a.m.-4 p.m. on non-training Fridays. Clinics normally are closed for Warrior Day training from 11 a.m.-5 p.m. the second Thursday of each month, as well as federal holidays and command-directed family days.

Admission & Dispositions Located on the first floor in room 1A222. Open 24 hours a day. Phone number is 376-4722/376-4723.

Adult Endocrine Services Located on the first floor in the Medical Specialties Clinic (1F100). Currently treating all active duty military and TRICARE Prime beneficiaries with endocrine problems. Treatment in the Endocrinology Clinic is initiated only after primary care manager or subspecialist referral. Patient care hours are from 8 a.m.-4 p.m. on regular duty days.

Audiology Clinic Located in the ENT Clinic on the ground floor, near the outpatient clinic entrance. The clinic is currently closed pending arrival of a new Audiologist in October 2012. Until then, patients needing Audiology exams are being referred to the network. Referrals are required for audiology appointments and hearing evaluations for all ages. Hearing aids for active military only (to include reservists and ANG). The retiree hearing aid purchasing program is not accepting new clients at this time.

Blood Donor Center Located in the Arnold Medical Annex, behind the Meadows Drive tennis courts. The Keesler AFB Blood Donor Center's mission is to support the Armed Services Blood Program to collect, process, store, distribute and transfuse blood worldwide in times of peace and times of war. Hours of operation are 8 a.m.-4 p.m. Monday-Friday. Walk-ins and appointments are accepted. Please visit the Blood Donor Center Web Site to make an appointment or for more information at <http://www.militaryblood.dod.mil/KeeslerAFB/contact.aspx>

Cardiology Clinic Located in the Medical Specialties Clinic (1F100) on the first floor and a referral is needed to access it. Cardiac catheterizations are done at the Keesler Hospital. A referral from the PCM is required.

Cardiology-Vascular Clinic Located in the Medical Specialties Clinic (1F100) on the first floor and a referral is needed to obtain provider care. Cardiac Catheterizations are performed at the Keesler Hospital. A referral from the PCM and a consultation with the cardiologist is required. Cardiopulmonary Hours: 7 a.m.-5p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday.

Chiropractic Clinic: Located in Arnold Medical Annex, Building 5901, Room E01 (behind Meadows Avenue tennis courts). DOD states this is **ACTIVE DUTY ONLY** providing quality, timely, conservative chiropractic care. Manned by a civilian chiropractor and technician, access to the clinic is by **REFERRAL ONLY**. Your PCM (Primary Care Manager) will direct consults with the doctor of chiropractic to best serve

your particular needs. Chiropractic gives special attention to the physiological and biomechanical aspects including structural, spinal, musculoskeletal, neurological, vascular, nutritional, emotional and environmental relationships. Specifically includes the adjustment and manipulation of the articulations and adjacent tissues of the human body, particularly of the spinal column. Included is the treatment of intersegmental aberrations for alleviation of related functional disorders. Chiropractic is a drug-free, non-surgical science and, as such, does not include pharmaceuticals or surgery. All NEW referrals are scheduled through the Chiropractic Clinic at 376-3412. Hours of operation are 7a.m.-5 p.m. Monday-Friday, closed on non-training Fridays, weekends and holidays.

Coumadin Clinic Located in the Medical Specialties Clinic (1F100) on the first floor, the clinic sees all eligible beneficiaries with a referral. A nurse-managed clinic, it provides education of patients who are taking coumadin. Monitors lab values. Oversight provided by cardiologist. Hours of operation are 7 a.m.-4 p.m. Monday-Thursday. Closed for lunch from 11:30 a.m.-12:30 p.m. Available on training Fridays by appointment only. To contact, please call 376-3494.

Customer Relations There are two methods to assist you. You may speak with the customer relations representative located in each outpatient clinic, ancillary service (such as pharmacy, radiology, laboratory) and inpatient units. You may also contact the hospital customer relations director, 376-3092, located in room GF405 on the ground floor behind the outpatient clinic entrance lobby information desk.

Dental Clinic, located in building 0824, about two blocks west of the hospital. Priority is given to active duty. Retirees are eligible for stand-by dental care. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday. Emergency care is available after hours through the Emergency Room. Appointments: 376-0511.

Dermatology Clinic Located in the Medical Specialties Clinic (1F100) on the first floor. Referral only. However, established patients may be seen by contacting dermatology for follow-up care. The clinic offers Mohs micrographic surgery, a specialized technique for the treatment of skin cancer using frozen sections that permits the highest cure rate possible. Call 376-3501 or the appointment line, 1-800-700-8603.

Eligibility, Special Needs & Assignment Coordination, Overseas Clearances Located on the first floor in room 1A222. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; Closed non-training Fridays. Call Eligibility at 376-4702 and Special Needs & Assignment Coordination, Overseas Clearances at 376-5605.

ENT Clinic The clinic is located on the ground floor, near the outpatient clinic entrance. ENT is REFERRAL only for all new patients. Follow-up appointments (established visits) and ear cleaning ("up" Fridays) can be made by the clinic without referral. 376-0418/376-0420. The clinic offers full otolaryngological services. Areas covered include otology, rhinology, facial plastic surgery, head and neck surgical oncology, and pediatric otolaryngology.

Emergency Services Department Located in the northwest corner of the hospital ground floor. It provides Level III emergency care. The telephone number is 376-0500. All patients are triaged and seen in order of the severity of their condition as determined

by the triage nurse. Emergent/urgent patients will be seen first. All patients will be seen. Those with non-urgent concerns may experience prolonged wait times.

Family Health Clinic Located on the hospital ground floor next to the clinic entrance. Clinic hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. The contact number is 376-0440. The staff sees acute illnesses, handles personal health assessments and provides medication refills. A clinician from Mental Health is available, by appointment, Monday and Tuesday, for mental health issues. Physical Therapy is available Monday-Thursday mornings for acute needs; appointments are booked by the triage nurses in the Family Health Clinic. A Medication Therapy Management clinic is open Monday-Thursday from 7:30 a.m.-4:30 p.m. for medication refills and bridge prescriptions. The FHC also has two disease management nurses for diabetes education, a case manager, and social worker available in the clinic. Triage nurses are available Monday-Friday to assist with same-day appointment requests for acute illnesses/injuries, or to answer questions. Appointments, medication refill requests, messages for your provider and access to the triage nurses can be accomplished by calling the appointment services line at 1-800-700-8603.

Flight Medicine Clinic Located on the ground floor between Public Health and the Emergency Room. We offer the full range of acute, routine and preventive medicine services to their empanelment. We also provide Occupational Medicine expertise to the 81st Training Wing. Hours of operation: 7 a.m.-4 p.m. Monday and Tuesday; 7 a.m.-12:30 p.m. Wednesday; 7:30 a.m.-3 p.m. Thursday (exception - "Warrior Training," second Thursday of every month - open 7:30 a.m.-12 p.m.); 7:30 a.m.-3 p.m. training Fridays; closed non-training Friday. Please call the central appointment line, 1-800-700-8603, to schedule an appointment. Physical health assessments, initial flying class physicals and well-exams must be scheduled directly through the clinic. Clinic front desk: 376-0444.

Gastroenterology Clinic Located on the third Floor (3C301). The GI Clinic hours are 6:30 a.m.-4:30 p.m. Monday-Thursday and 6:30 a.m.-3:30 p.m. training Fridays. The clinic is closed on non-training Fridays and federal holidays. The GI clinic is staffed with two gastroenterologists. Patients are seen on a referral basis for most gastrointestinal problems to include, but not limited to, acid reflux, inflammatory bowel diseases, constipation/diarrhea and pancreatitis. The clinic provides services including routine or diagnostic esophagogastroduodenoscopy (EGD), inpatient or outpatient; routine or diagnostic colonoscopies, inpatient or outpatient; capsule endoscopy (Pill Cams of the small bowel; endoscopic retrograde cholangiopancreatography (ERCP); and PEG tube placement and paracentesis. Clinic front desk phone is 376-3835.

General Surgery Clinic: Located on the hospital's first floor in 1G 200. The general surgeons currently assigned to the clinic provide full-time emergency surgical call coverage and a broad range of both inpatient and outpatient procedures including bariatric surgery, vascular surgery, and venous insufficiency treatment. Keesler Hospital also serves as the sponsoring institution for the general surgery residency training program. The clinic accepts all referrals and will refer patients to specialists as necessary. Certified wound and ostomy care nursing and breast care coordination are available by consult. Patient care hours are from 7:30 a.m.-4 p.m. Monday-Friday. The phone number is (228) 376-0425/376-0565.

Health & Wellness Center (HAWC) Located in building 4104, in front of the Dragon Fitness Center. Exercise physiologist Terri Jordan and dietician Stephanie McCann are

on staff for all active duty, dependents, retirees and civilian base employees. Offers a variety of classes on various fitness-related subjects, sensible weight loss and eating right. Also facilitates the Tobacco Cessation Program. In addition, offers Gait analysis to improve running form and body fat analysis utilizing the BODPOD. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. training Friday and closed on non-training Friday. Contact the Health and Wellness Center, 376-3170, for more information.

Hematology-Oncology Clinic is located on the first floor, 1G100. They are seeing new consults as well as patients previously followed in the clinic. Patients need a referral from their PCM. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday.

Immunization/Allergy Clinic The clinic is located in room GG126, down the hall from the Emergency Room on the ground floor level. Provides all inoculations to active duty, retirees and dependents. Flu shots are administered seasonally to all patients. Allergy services including testing and shots are available at this time through a PCM referral. Allergy hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Immunization hours are, 7 a.m.- 4:30 p.m. Monday-Thursday and , 7 a.m.-4 p.m. Friday. They close at 11:30 a.m. the second Thursday of each month for team training. The front desk number is 376-3553.

Infectious Diseases Located within the Allergy Clinic (GG-100) on the ground floor level near the Emergency Department entrance. The Infectious Diseases Clinic accepts pediatric and adult patients on a referral basis only. Hours of operation: 7 a.m.- 4:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday,

Internal Medicine Clinic Located on the hospital's first floor (1F300). The staff sees chronic and acute complex patients and provides preventive health, non-active duty group appointments. We also have a case manager available in the clinic. Services provided are acute medical care, limited evaluation and treatment of chronic medical illnesses, medical consultation and referral for select subspecialty services. Telephone consults response and medication refills within three business days. Contact number, 376-0577/0578. If there is no response, call 376-0577 for further assistance. To make an appointment, leave a telephone consult or medication refill, dial 1-800-700-8603. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday.

Laboratory Located at the top of the escalators on the hospital's first floor, above the clinic entrance. Hours of operation: 7a.m.-5:30 p.m. Monday-Thursday and 7 a.m.-5 p.m. Friday. Glucose Tolerance Tests and Semen Analysis must be scheduled by calling 376-4460. The Blood Donor Center is also open in the Arnold Annex. Anyone wishing to donate blood should call 376-6100.

Life Support Classes including basic life support, advanced cardiac, advanced pediatric life support, and neonatal resuscitation program are conducted in the 81st MDG's Education and Training Department, located on the ground floor (GC600). Information about signing up for classes can be obtained through the 81st MDG Web Site (under training) or by calling 376-4370/4373/4383 or DSN: 591-4370/4373/4383.

People may enroll in Neonatal Resuscitation Program courses by calling 376-5351 or DSN 591-5351. Classes are held quarterly in the hospital at a location to be announced depending on the size of the class.

Medical Genetics Center Located on the ground floor in room GG700. The Air Force Medical Genetics Center provides focused genetic services relating to patient care and counseling, provider education and comprehensive diagnostic cytogenetic and DNA laboratory evaluations. The center serves the TRICARE South Region as well as Department of Defense referral sites worldwide. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. For information regarding test availability, call 377-6727.

Mental Health Flight Elements, most located in the Arnold Medical Annex (behind Meadows Drive tennis courts)

Mental Health Clinic

Psychology, Psychiatry, Social Work

Telephone: 376-0385; DSN 591-0385.

Location: Arnold Medical Annex (building 5901), Room A08

Hours of operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

Mental Health professionals are available for individual counseling, medication management, psychoeducational groups (stress management, depression management, relaxation) and neuropsychological assessment. Family members are seen on a space-available basis.

Triangle Mental Health Clinic:

Psychology, Psychiatry

Telephone: 377-7016; DSN 597-7016

Location: Bryan Hall, Room 217

Hours of operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

Serving the Technical School student population through the delivery of behavioral health care services including individual counseling, group therapy (study skills/test anxiety, adjustment to the military, anxiety management, sleep hygiene), psychoeducation and psychological assessment and testing. Permanent party members are seen on a space-available basis.

Family Advocacy Program:

Social Work, Psychology, Nursing

Telephone: 376-3457; DSN 591-3457

Location: Arnold Medical Annex (building 5901), Room A08

Hours of operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

The program is focused on improving the relationships of the families at Keesler AFB. It consists of four components --Prevention, Outreach, Treatment, and Victim Advocacy. **New Parent Support Program** is a prevention program for expectant mothers and/or families with children under the age of 3 offered primarily through home visitation services. **Family Advocacy Strength-Based Treatment** is a voluntary prevention program for families experiencing high levels of stress. **Outreach** services are offered through various classes in parenting, relationship enhancement, anger management and the Keesler Playgroup. **Treatment** services are offered for individuals, couples and families who are or have experienced maltreatment. **Victim Advocacy** is a program which offers victims of domestic

violence supportive services 24 hours, seven days a week. Staff members are always available to present special request classes and to speak at commanders' calls.

Alcohol and Drug Abuse Prevention and Treatment Program:

Substance Abuse Counseling

Telephone: 376-0385; DSN 591-0385

Location: Arnold Medical Annex (building 5901), Room A08

Hours of operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

In an effort to promote the readiness, health and wellness of our most important resource—people—ADAPT provides comprehensive services to individuals, in coordination with their commands, who are experiencing problems attributed to substance abuse or misuse. ADAPT serves active duty by offering assessment, intervention education, prevention/outreach and rehabilitative services. ADAPT also offers DOD employees one-time assessments and will offer referral resources if further care is required or requested. Information and referral resources will be offered to dependents and retirees.

Drug Demand Reduction (DDR):

Telephone: 377-9221; DSN 597-9221

Location: Locker House (building 3101), Room 5711

Hours of operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

DDR offers prevention materials, briefings and presentations to spouse organizations, schools, community groups, etc., to educate children, parents and community leaders on the dangers of drug use in our homes, schools and communities.

Nephrology Clinic Located on the hospital's second floor next to the Intensive Care Unit. The clinic staff sees patients by referral only. Services include general nephrology, anemia management, hypertension management and dialysis. Dialysis services are now available. Hours of operation are 7 a.m.-5 p.m. Monday-Friday, closed on non-training Fridays, weekends and holidays (exceptions for dialysis treatment). The front desk number is 376-5529.

Neurology Clinic Located on the first floor (1F103) in the Medical Specialties Clinics. The staff currently consists of two neurologist providing service for patients 18 years of age and older. Patients are seen on referral basis only for Parkinson's disease, epilepsy and seizures, multiple sclerosis, dementia, stroke, weakness, neuropathy, myasthenia gravis, movement disorders, memory difficulties, headaches, low back and neck pain, radiculopathy and numbness. All other referrals must be approved by the chief of neurology before being provided an appointment. The clinic offers nerve conduction studies (NCV)/electromyographies (EMG), electroencephalography (EEG), trigger point and Botox injections. An inpatient service is not available; however, a provider is available for consult from admitting service for inpatients. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.- 4 p.m. on up Fridays, closed on non-training Fridays, weekends and holidays. The clinic phone number is 376-3791. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. training Fridays (closed on non-training Fridays)

Nutrition Clinic Located on the ground floor (GB101) of the hospital, the clinic sees all eligible beneficiaries with a referral. Services provided include individual and group nutrition counseling. Call 376-5065 for more information.

Occupational Therapy: Located in Arnold Medical Annex (behind Meadows Drive tennis courts). They currently are seeing active duty only for the following: evaluations for upper extremity dysfunction (elbow and hand only at this time); post-operative hand surgery rehab; upper extremity post-fracture rehab for ROM and strength deficits; education/treatment of cumulative trauma/repetitive motion disorders of the hand and elbow; and education on computer workstation ergonomics. All NEW referrals will be scheduled through the hospital Referral Management Office at 376-0490. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Fridays.

Ophthalmology Clinic: Located on the hospital ground floor, near the clinic entrance. TRICARE Prime patients needing to be seen in the Ophthalmology Clinic should request a consult from their primary care provider. TRICARE will then book an appointment and you will be contacted. Most services will be offered at Keesler, but some services may be referred to a TRICARE provider in the community. Some common services available include:

Medical: Full eye exams for glaucoma, macular degeneration, cataracts, diabetes or other eye diseases/disorders. See your preferred optometrist for a standard eye examination for eyeglasses or contacts.

Surgical: Repair of eyelid/lacrimonal trauma, eye plastics procedures, cataract surgery, glaucoma surgery, corneal surgery and laser surgery for retinal disease.

Optometry Clinic Located on the hospital ground floor, near the clinic entrance. The clinic offers routine eye care to active-duty military and TRICARE prime enrollees. Appointments can be made by calling the central appointment line at 1-800-700-8603 or TRICARE Online. The hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. on training Fridays and closed on non-training Fridays. The number for the Optometry clinic is 376-0449.

Oral and Maxillofacial Surgery Located on the hospital's first floor (1B100). Oral and maxillofacial surgery is the specialty of dentistry which includes diagnosis, surgical and adjunctive treatment of disease, injuries and defects involving both the functional and aesthetic aspects of the hard and soft tissue of the oral and maxillofacial areas. Referral is required and care for non-active duty beneficiaries is on a space-available basis. Their telephone number is 376-0610. Hours of operation: 7-11 a.m. and 1-5 p.m., Monday-Friday.

Orthopedic Clinic Located on the first floor (room 1B300). The clinic provides services on a referral-only basis. New referrals may be scheduled by calling the appointment line at 1-800-700-8603. Care provided by the board-certified orthopaedic surgeons includes: basic musculoskeletal evaluation; arthroscopic procedures of the knee, shoulder, ankle, elbow, and wrist; computer-assisted total joint reconstruction of the knee, shoulder and hip; treatment of fractures of the extremities; nerve entrapment release; excisional biopsies, and tendon repair. The clinic has limited care for pediatric orthopedics and does not treat spinal conditions. The hours of operation are 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Fridays. The number for the Orthopedic clinic is (228) 376-0429.

Pediatric Clinic: Located on the ground floor (GF300), down the corridor to the left, rear of the escalators. The clinic provides scheduled acute, chronic and preventive medical care for children (ages birth to 17 years of age). All appointments are booked through the TRICARE appointment line, 1-800-700-8603, or TRICARE Online at www.tricareonline.com. Clinic hours are Monday-Thursday 7 a.m.-5 p.m. and Fridays 7 a.m.-4 p.m. Closed the second Thursday of each month at noon for readiness training as well as all federal holidays and AETC family days.

Walk-in hours for throat cultures/wart treatments are 7:45-10:30 a.m. and 1:30-3:30 p.m. Monday-Thursday and 7:45-10:30 a.m. and 12:45-2:30 p.m. Friday. Patients will be screened, cultured and notified if positive. They will NOT see a provider. Wart removal will need an initial appointment before a walk-in can be done.

For any other issues, parents may leave a telephone consult through the appointment line (1-800-700-8603) and a staff member will return their call within 72 hours.

Physical Therapy: Located in Arnold Medical Annex (behind Meadows Drive tennis courts). PT is currently seeing all active-duty patients and post-operative retirees and dependent patients on a referral basis. PT is also seeing all other retirees and dependent patients on a space-available basis. Patients can be seen for the following diagnoses: musculo-skeletal evaluation; orthopedic rehabilitation (pre- & post-operative); athletic injury management; modalities (cervical/lumbar traction, TENS, ultrasound, IONTOPHORESIS, electrical stimulation, hot/cold packs); muscle testing & rehab training; specialized muscle strengthening; postural correction/awareness; ROM exercises (AROM, AAROM, and PROM); mobilization (spine and extremity joints); and acute/chronic pain management. All **new** referrals are scheduled through the hospital Referral Management Office at (228) 376-0490. Hours of operation: 7 a.m.-4 p.m. Monday, 7 a.m.-5 p.m. Tuesday-Thursday and 7 a.m.-3 p.m. Friday. PT front desk number is 376-0446.

Public Health Located on the hospital's ground floor in room GG400. Public Health conducts preventive medicine and communicable disease control, occupational health, food safety, deployment medicine and disaster response programs. They are responsible for educating and ensuring immunity from communicable disease for all active duty and 49,000 beneficiaries, while directing and conducting epidemiological investigations of communicable diseases and food-borne disease outbreaks and make recommendations. Nurse practitioner Krista Lippold is available for deployment health assessments. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday. Front desk: 376-3163.

Pulmonary Disease Clinic Located in the Medical Specialties Clinic (1F100) on the first floor and a referral from the PCM is required to obtain provider care.
Cardiopulmonary Hours: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday.

Radiology: Located on the hospital's first floor in room 1C200. Radiology provides routine radiographs, CTs (computerized tomography), mammograms, ultrasounds, MRI (magnetic resonance imaging), Nuclear Medicine and Bone Mineral Density tests for Tricare Prime beneficiaries. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday for routine radiographs. Radiology also provides 24-hour coverage through Emergency Services as well as emergency coverage for the specialty areas after hours. The front desk numbers are 376-0481/0482.

The radiology flight provides patients copies of their diagnostic imaging (DI) (these include CT, Ultrasound, MRI and other regular radiograph) exams via CD Rom. Patients can receive a CD by requesting it in person at radiology front desk. Radiology staff will require the patient to present their ID card. Reports for radiology exams are obtained through the medical records department.

Radiation Oncology: Located in the Radiation Oncology building opposite the Emergency Department, the Radiation Oncology Department provides state-of-the-art cancer therapy services for more than 350 patients per year. We currently offer a full range of external beam radiation therapy options including three-dimensional conformal therapy, intensity modulated radiation therapy (IMRT), image guided radiation therapy (IGRT), and RapidArc therapy. We will soon be able to perform stereotactic radiosurgery, low-dose rate brachytherapy and high-dose rate brachytherapy. Having invested heavily in the latest computer technology, therapies are now safer than ever with advanced tumor targeting which spares normal tissue. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Front desk number is 376-3400.

Refractive Surgery/Laser Vision Correction: The Keesler Warfighter Refractive Surgery Center is located on the ground floor, collocated with optometry and ophthalmology. Services are available to active duty only. If interested in refractive surgery, please call (228) 376-5735/376-0567 (commercial) or DSN: 591-5735/591-0567. Information will be emailed to you.

Rheumatology Located on the first floor in the Medical Specialties Clinic in room 1F151. Currently treating all active-duty military and TRICARE Prime beneficiaries with autoimmune diseases and rheumatoid arthritis. Treatment in the Rheumatology Clinic is initiated only after primary care manager or subspecialist referral. Patient care hours are 7 a.m.-5 p.m. Monday-Thursday and 7a.m.-4p.m. on training Fridays.

Sleep Disorders Lab The Sleep Lab is located at the VA Gulf Coast Veterans Health Care System medical center in Biloxi. It performs studies as part of a sharing agreement. It consists of six beds. Patients require a referral from their PCM to get an appointment.

Special Needs Identification Program/Exceptional Family Member Program Overseas clearances and facility determination inquiries are available in the Keesler Hospital, room 1A-200. See Ms. Melba Harris, 376-5605; DSN 591-5605.

Student Health Clinic Located in Bldg. 7310, the entrance is in the breezeway next to the Levitow Training Support Facility. All technical training students NOT on flying status (prior and non-prior service), TDY students/personnel and personnel deployed to Keesler AFB are seen in the SHC for all their urgent, acute and routine primary care needs. An appointment may be booked by calling the appointment line at 1-800-700-8603 or by calling the clinic directly. For any questions, the clinic may be reached at 376-0324/0325. Clinic hours: 7a.m.-4:30 p.m. Monday-Thursday; 7 a.m.-3:30 p.m. training Fridays; and 7 a.m.-2:30 p.m. non-training Fridays. Walk-in "sick-call" (acute illness present for three days or less) is: 7-10 a.m. and 1-3 p.m. Monday-Thursday; 7-10 a.m. and 2-3 p.m. training Fridays; and 7-9 a.m. and 1-2 p.m. non-training Fridays. The SHC is closed on holidays and weekends.

Travel Medicine Clinic Located in the Allergy Clinic on the hospital's ground floor (nearest the Emergency Department entrance). Those planning to travel outside of the

U.S for business or pleasure are encouraged to visit the clinic for counseling, immunizations and prophylactic medications. With pediatric and adult infectious diseases services available, coordinated appointments for entire families may be arranged – ample advance notice is appreciated. Travel Medicine Clinic is usually held Thursday mornings, but appointments at alternate times may be available. Patients are asked to bring their immunization records and detailed itinerary. Call 376-3550 for an appointment.

Urology Clinic: Located on the first floor, room 1G400. Two urologists are on staff and are currently seeing all military beneficiaries. We offer the full spectrum of urologic care to include the medical and surgical treatment of urologic cancers, urinary incontinence, BPH, kidney stones, erectile dysfunction, infertility and pediatric urologic conditions. All new patients require a referral. Established patients may schedule appointments by calling 376-0456. Hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Friday's.

Vascular Surgery: Located on the hospital's first floor in the Medical Specialties area (1F100). There is currently one vascular surgeon assigned to the Vascular Surgery Clinic, providing full-time surgical coverage and a broad range of inpatient and outpatient procedures including open and endovascular approaches. The clinic accepts all referrals. Patient care hours are 8 a.m.-4 p.m. Monday-Friday (except non-training Fridays). The phone number is 376-5280.

Women's Health Services Clinic(OB/GYN): Located on the hospital ground floor, down the corridor to the left, rear of the escalators and past the Pediatric Clinic. The clinic provides routine and specialty women's health care to active duty, dependents and Prime enrollees. Other patients are seen on a space-available basis. Available gynecological services include general gynecology problems, annual exams (pelvic exams +/- pap smears) and follow-up, pre- and post-operative surgical evaluations and treatments. Gynecological surgical procedures offered include tubal ligation, laparoscopy, hysterectomy, urinary incontinence and prolapse surgery, and basic infertility care. Obstetrical services include care for all routine and high-risk pregnant patients with a maternal-fetal medicine specialist on staff. Our Family Birthing Center includes eight state-of-the art LDRP (Labor, Delivery, Recovery, Postpartum) rooms, completed in January 2007.. Patients may call 376-0433 with questions or to arrange for follow-up. Appointments may also be made through the TRICARE appointment line, 1-800-700-8603. Initial appointments for gynecology problems require a consult from the primary care manager. Operating hours: 7 a.m.-5 p.m. Monday-Thursday: 7 a.m.-4 p.m. Friday, including non-training Friday.

(Current as of July 2012)